
ANSWERING BUREAU SERVICE

A. GENERAL

Answering Bureau Service consists of facilities and service furnished by an Answering Bureau engaged in the business of answering incoming calls of other subscribers. Any person furnishing answering service to more than ten telephone subscribers is an Answering Bureau.

An Answering Bureau is required to subscribe for the necessary answering equipment as described in this Section.

B. ALTERNATE TELEPHONE NUMBER LISTINGS

The patron of an Answering Bureau may obtain an alternate telephone listing which includes the listed telephone number of the Answering Bureau. Such listing is furnished as specified in Part B, Section 8 of this Product Guide and charged to the patron.

The Answering Bureau furnishing answering service by alternate telephone number listings is required to subscribe for suitable exchange service at business rates. Telephone communication between the Answering Bureau and its patrons is provided through the general exchange system or by means of extension lines and turret lines from the premises of the patron or by private lines between the patrons and the Answering Bureau. Extension and turret lines* from the premises of the patron to the Answering Bureau shall be restricted from making outgoing calls through the general exchange system. The Answering Bureau is not permitted to make connections between any central office lines. Extension, tie and turret lines* from the premises of the Answering Bureau to the premises of others may be furnished only for the sole and exclusive use of the management of the Answering Bureau and not for communication with patrons nor for transmission of messages for patrons.

(N)

(N)

C. INTERCEPT EQUIPMENT--ANSWERING TURRET

An Answering Bureau's patron may obtain a connection to an answering turret of the Answering Bureau either directly or by means of concentrator-identifier equipment or Occasional Answering Service Equipment. The following types of patrons' lines may be connected to an answering turret:

1. Intercept lines connecting the subscriber's individual line or PBX service to the answering turret.
2. Answering lines which are individual central office lines terminating in an answering turret only, with no termination in a subscriber's station.

* Effective January 15, 2020, Turret lines are no longer available. Moves, additions or changes to subscribers existing services will not be permitted.

(N)

(N)

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C. INTERCEPT EQUIPMENT--ANSWERING TURRET(Cont'd)

The Answering Bureau is required to subscribe for the answering turret in which the intercept and answering lines are terminated either directly or indirectly and for sufficient central office lines for communication with its patrons. Where the Answering Bureau desires that the intercept or answering lines be brought from an initial termination at one location to an answering turret at another location by means of concentrator-identifier equipment, the Answering Bureau is also required to subscribe for the concentrator-identifier equipment and for the circuits required between the two locations.

Intercept lines may terminate at the Answering Bureau in station equipment on a temporary basis only, pending installation of answering turret equipment. Under such conditions, the applicable rates and charges for the telephone, jack and wire apply.

Telephone communication between the Answering Bureau and its patrons is provided through the general exchange system or by means of extension lines and turret lines* from the premises of the patron or by private lines between the patrons and the Answering Bureau. Extension and turret lines* from the premises of the patron to the Answering Bureau shall be restricted from making outgoing calls through the general exchange system. Intercept and answering lines shall be used only for answering incoming calls and not for making outgoing calls nor for communication between the Answering Bureau and its patrons. The Answering Bureau is not permitted to connect an intercept or answering line to any other line nor to interconnect central office lines. Extension, tie and turret lines* from the premises of the Answering Bureau to the premises of others may be furnished only for the sole and exclusive use of the management of the Answering Bureau and not for communication with patrons nor for transmission of messages for patrons.

* Effective January 15, 2020, tie and turret lines are no longer available. Moves, additions or changes to subscribers existing services will not be permitted.

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C. INTERCEPT EQUIPMENT--ANSWERING TURRET (Cont'd)

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
1. Concentrator-identifier lines, each (minimum of 2)	Mileage rate specified in Section 6	See Sec. 12	
Signal grade lines, each (required where less than 4 concentrator-identifier lines are furnished)	Signal grade mileage rate specified in Section 6	Service Connection Charge specified for concen- trator- identifier circuits	
	<u>Monthly Rate</u>	<u>Connection Charges*</u>	<u>USOC</u>
2. Intercept lines			
a. Terminating directly in an answering turret			
Within same building	See Section 6	See Section 12	
Between different buildings	Intercept line mileage as specified in Section 6.	See Section 12	
b. Terminating in concentrating equipment	Intercept line mileage specified in Section 6.	See Section 12	
3. Answering Lines			
Initial line	Individual message business line rate specified in this Product Guide	) Service) connection) charge) applicable to) individual) business lines) (See Sec. 12)	
Additional lines, each	Auxiliary line rate	))	

* Connection charges do not apply when intercept lines are moved coincident with and as a direct result of a change in the location of the central office serving the intercepted lines.

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C. INTERCEPT EQUIPMENT--ANSWERING TURRET (Cont'd)

	<u>Monthly Rate</u>	<u>Installation Charge</u>	<u>USOC</u>
4. Miscellaneous Equipment			
a. Occasional Answering Service enables an Answering Bureau to answer incoming calls for specific patrons on a part-time basis. The facilities consist of common equipment in the central office for terminating patrons' intercept lines, connecting channels and a control channel. The Answering Bureau attendant may connect an intercept line to a connecting channel for answering during a specific period and disconnect the intercept line from the connecting channel at the end of the answering period.			
b. Other exchange service and supplemental equipment	Product Guide rates and charges		